

**City of Chattanooga, TN**  
**Personnel Class Specification**

***Class code 0125***

**FLSA: Non-Exempt**

**CLASSIFICATION TITLE: PC SERVICES TECHNICIAN**

**PURPOSE OF CLASSIFICATION**

The purpose of this classification is to provide technical support to PC users.

**ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Coordinates the computer staging room; receives and unpacks new personal computers, equipment, and software and inspects for damage; configures and sets-up computers for optimal performance and use; installs software, drivers, and accessories and configures for use; completes supporting documentation and forwards to appropriate personnel for processing.

Provides on-site user support of PC's for problems with hardware and software; trains users in software application; assists PC users with questions and difficulties

Performs diagnostic and troubleshooting for personal computers; resolves software configuration problems.

Ensures that hardware and software repairs and upgrades are completed in a timely and efficient manner according to assigned work priorities.

Provides recommendations to assist with procurement of hardware, software, equipment, materials, and services from available vendors; assists user-departments with needs assessment for personal computers..

Delivers PC's to users and connects them to the network; sets up macros, icons, and other shortcuts to ease software usage; installs printers and configures software accordingly.

**ADDITIONAL FUNCTIONS**

Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

High school diploma or GED; supplemented by vocational/technical training in Computer Science; supplemented by 5 to 11 months previous experience and/or training involving computer software user support and customer service preferred; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division.

**Functional Reasoning:** Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as dust or electric currents.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to

qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.